Passenger Transportation Board
MOVING FORWARD, TOGETHER

Your rights, safety, and complaints

Public safety is a key value of the Passenger Transportation Board, and the safety and well-being of passengers and drivers is important to the Board's strategic vision and decision-making. The Board promotes public safety by ensuring the ongoing fitness and qualification of licensees.

Compliance, enforcement, and investigating complaints generally fall under the Registrar of Passenger Transportation's responsibilities.

This page provides information to help passengers and drivers understand their rights, stay safe, and know what resources and remedies are available to them if they encounter issues.

Where to report concerns or complaints

If you have a negative experience, notice unsafe behavior, or want to provide feedback about a service, it's important to know where to report your concerns.

Emergency or criminal activities

For any immediate safety issues such as threat to your personal safety or any criminal activity, please call 911 or contact your local police right away.

Non-emergency complaints and concerns

Step 1: Contact the business

Most businesses provide customer service or feedback options online or by phone.

Passengers are encouraged to contact the company directly first. This allows the company a chance to resolve the issue quickly and often more effectively.

Step 2: Contact the responsible authority

If the licensee company cannot resolve your concern, or you are not satisfied with their response, you can contact the appropriate regulatory authority to investigate. Which regulatory authority you contact depends on the type of concern.

Below is a list of common agencies where you can direct your complaints or feedback.

Expand to view details and contact information

Who to contact based on your concern

Who to Contact	Type of Concern
Registrar of Passenger Transportation	Compliance and enforcement of legislation, licence terms and conditions, provision of service
Employment Standards Branch	Driver wages, working conditions, or other employment-related issues
WorkSafeBC	Work-related injury or illness, compensation, rehabilitation and treatment
Office of the Information and Privacy Commissioner (OIPC)	Privacy issues, or privacy-related vehicle camera concerns
ICBC (Insurance Corporation of British Columbia)	Insurance products, accident claims, or driver licensing
B.C. Human Rights Tribunal (BCHRT)	Human Rights Code violations
Security Programs Division	Guide dog or service dog access

Registrar of Passenger Transportation

The Registrar of Passenger Transportation oversees compliance and enforcement of the Passenger Transportation Act and Regulations. The Registrar can impose penalties against the holder of a passenger transportation licence and also unlicensed operators.

Their responsibilities include vehicle licensing, verifies safety requirements and enforcement of the Taxi Bill of Rights (TBOR) program.

Complaints they handle include (this is not an exclusive list):

- Fare and meter compliance:
  Taxis not charging Board-approved fare; failure to properly install or maintain taxi meters; refusal to provide receipts.
- Operational violations:
  Operating outside the approved areas, exceeding passenger limits.
- Driver's conduct and safety:
  Unsafe or reckless driving, inappropriate drivers' behaviour or conduct, failure to follow passenger safety rules, issues relate to driver eligibility or criminal record checks.
- Non-compliance with the Taxi Bill of Rights:
  Trip refusal or denial of services.
- Other regulatory non-compliance:
  Other non-compliance with regulatory requirements outlines under the act and regulations.

How to contact the Registrar:

- Passengers are encouraged to submit their comments and complaints to CVSE directly through a new form on the VehicleSafetyBC website.

- Phone: 604-527-2198 or toll-free 1-800-663-7867

Consumer Protection BC

Effective April 1, 2026, Consumer Protection BC will no longer be providing passenger comment and complaint referral services to CVSE.

Employment Standards Branch

Employment Standards Branch administers the Employment Standards Act, which ensures that employees in B.C. receive at least basic compensation and conditions of employment.

If you have concerns about drivers' wages, work conditions, workplace discrimination or harassment, etc., contact Employment Standards Branch.

How to contact the Employment Standards Branch:

- Phone: 1-833-236-3700
- Online: You can learn about the complaint process and file your complaint on their website: Make a complaint - Province of British Columbia
- E-mail: Send us an email - Province of British Columbia

WorkSafe BC

WorkSafe BC works with affected employees that suffer from a work-related injury or disease with return-to-work rehabilitation, compensation, health care benefits and other services. If your concerns are related to the condition above, contact WorkSafe BC.

How to contact WorkSafe BC:

- Phone: 604-276-3053 or toll free at 1-800-335-9330
- Online form: you can also submit you compliant by using their online form: Case IQ | Portal

Note: If you are a ride-hail driver, you are now protected under the Employment Standards Act and Workers Compensation Act starting September 2024.

Office of the Information and Privacy Commissioner (OIPC)

OIPC overseas compliance with the Personal Information Protection Act. Commercial organizations (such as private taxi companies) are all subject to B.C.'s Personal Information Protection Act (PIPA). PIPA regulates the collection, use, and disclosure of personal information, including the use of vehicle cameras.

If you have any concerns or questions related your personal information such as the use of vehicle camera footage, you can contact the OIPC.

How to contact the OIPC:

- Phone: 250-387-5629
- E-mail: info@oipc.bc.ca
- Online form: You can learn about the complaints process and contact information on their How do I make a complaint? page

ICBC (Insurance Corporation of British Columbia)

ICBC manages vehicle insurance, accident claims, and licensing issues related to insurance coverage for passenger transportation vehicles.

Complaints or concerns handled by ICBC:

- Vehicle insurance issues (e.g., coverage disputes, expired insurance)
- Claims following accidents involving taxis, ride-hailing, limousines, or shuttles
- Insurance-related disputes between drivers and passengers

How to contact ICBC:

- Phone: 604-661-2800 or toll-free 1-800-663-3051
- In-person: You can locate a Driver Licensing Office near you.

B.C. Human Rights Tribunal (BCHRT)

BCHRT handles alleged discrimination under the Human Rights Code. Alleged violations of the Human Rights Code must be determined by the B.C. Human Rights Tribunal (BCHRT).

If you have concerns that a service might have violated the Human Rights Code, you can file a complaint on the BCHRT website.

How to contact the BCHRT:

- Phone: 604-775-2000
- File complaints online: File a complaint - BC Human Rights Tribunal

Guide and Service Dogs

Violations of the Guide Dog and Service Dog Act (GDSDA) can be reported to Security Programs Division by:

- Phone: 250-387-4454
- Email: guideandservicedogs@gov.bc.ca.